



COURSE OUTLINE

HSP143

Prepared: Hairstyling Department Approved: Martha Irwin, Chair, Community Services and Interdisciplinary Studies

Course Code: Title	HSP143: CLIENT SERVICES 1
Program Number: Name	1058: HAIRSTYLING
Department:	HAIRSTYLIST
Semester/Term:	17F
Course Description:	This course will enable the student to communicate effectively with clients and co-workers. Analysis of anatomical features and visual attribute to understand the necessity of creating client specific services. Identifying customer service strategies will develop the skills and strategies to meet clients individual needs and create a loyal client base. Students will understand and perform the documentation of client consultation information to assist and prepare in-salon service plans.
Total Credits:	2
Hours/Week:	2
Total Hours:	30
This course is a pre-requisite for:	HSP149, HSP150, HSP151, HSP152, HSP153, HSP154, HSP155, HSP156, HSP157, HSP158, HSP159, HSP160, HSP161, HSP162
Vocational Learning Outcomes (VLO's): Please refer to program web page for a complete listing of program outcomes where applicable.	<p>#1. Complete all work in adherence to professional ethics, government regulations, workplace standards and policies, and according to manufacturers specifications as applicable.</p> <p>#2. Facilitate the provision of healthy and safe working environments and perform sanitization procedures in accordance with related health regulations and legislation.</p> <p>#4. Adapt to various and changing technologies, applications and procedures in the hair styling industry, and develop and present a plan outlining future professional development.</p> <p>#5. Develop and use client service strategies that meet and adapt to individual client needs and expectations.</p> <p>#6. Select and administer preparatory procedures and/or treatments to the hair and scalp using individually selected products to meet the expectations of the client.</p> <p>#7. Identify, select and use a variety of tools to cut hair according to the needs and expectations of the client.</p>
Essential Employability Skills (EES):	<p>#1. Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience.</p> <p>#2. Respond to written, spoken, or visual messages in a manner that ensures effective communication.</p>



COURSE OUTLINE

HSP143

Prepared: Hairstyling Department Approved: Martha Irwin, Chair, Community Services and Interdisciplinary Studies

- #4. Apply a systematic approach to solve problems.
- #5. Use a variety of thinking skills to anticipate and solve problems.
- #6. Locate, select, organize, and document information using appropriate technology and information systems.
- #7. Analyze, evaluate, and apply relevant information from a variety of sources.
- #8. Show respect for the diverse opinions, values, belief systems, and contributions of others.
- #9. Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.
- #10. Manage the use of time and other resources to complete projects.
- #11. Take responsibility for ones own actions, decisions, and consequences.

General Education Themes: Social and Cultural Understanding
 Personal Understanding

Course Evaluation: Passing Grade: 50%, D

Other Course Evaluation & Assessment Requirements: Attendance in all classes will be assessed and calculated in final grades. All hours of theory and practical must be completed to advance to the next semester

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Practical	30%
Theory tests,quizzes,projects	70%

Books and Required Resources:

Milady Standard Cosmetology by Milady Title: Milady Standard Cosmetology 13th Edition
 Publisher: Milady Binding Edition: 13th
 ISBN: 9781305774773

Practical Workbook by Practical Workbook for Milady Standard Cosmetology
 Publisher: Milady Binding Edition: 13th
 ISBN: 9781285769479

Salon Fundamentals by Salon Fundamentals Book Set
 Publisher: Pivot Point International Inc. Edition: 3rd
 ISBN: 9781934636664
 Study Guide included in set

Theory Workbook by Theory Workbook for Milady Standard Cosmetology 2016
 Publisher: Milady Binding Edition: 13th
 ISBN: 9781285769455



COURSE OUTLINE

HSP143

3

Prepared: Hairstyling Department Approved: Martha Irwin, Chair, Community Services and Interdisciplinary Studies

Course Outcomes and Learning Objectives:

Course Outcome 1.

Conduct an efficient and effective client consultation.

Learning Objectives 1.

- Establish professional rapport with client
- Determine service plan to be recommended
- Elicit salon service needs and preferences from client
- Summarize needs and preferences for client
- Recommend service solution and establish price
- Obtain client consent
- Document client information in salon records

Course Outcome 2.

Apply relevant knowledge of anatomy to the design and performance of client services.

Learning Objectives 2.

- Describe the anatomical features of the head as they relate to client services
- Analyze visual attributes of the client, such as head, face and body size and shape

Course Outcome 3.

Describe the properties of the hair and scalp.

Learning Objectives 3.

- Identify structures of skin
- Define functions of skin
- Identify structure of hair
- Define stages of hair growth



COURSE OUTLINE

HSP143

4

Prepared: Hairstyling Department Approved: Martha Irwin, Chair, Community Services and Interdisciplinary Studies

Course Outcome 4.

Analyze physical attributes of client's hair:

Learning Objectives 4.

diameter
density and distribution
colour
curl
condition
growth pattern
cowlick and whorl
Analyze relationships between hair services and client attributes

Date:

Wednesday, August 30, 2017

Please refer to the course outline addendum on the Learning Management System for further information.